

Helpdesk [DEPRECATED]

ARTICLE REDIRECTED TO HELP DESK DOCUMENT UNDER MITHI CUSTOMER ACCOUNT

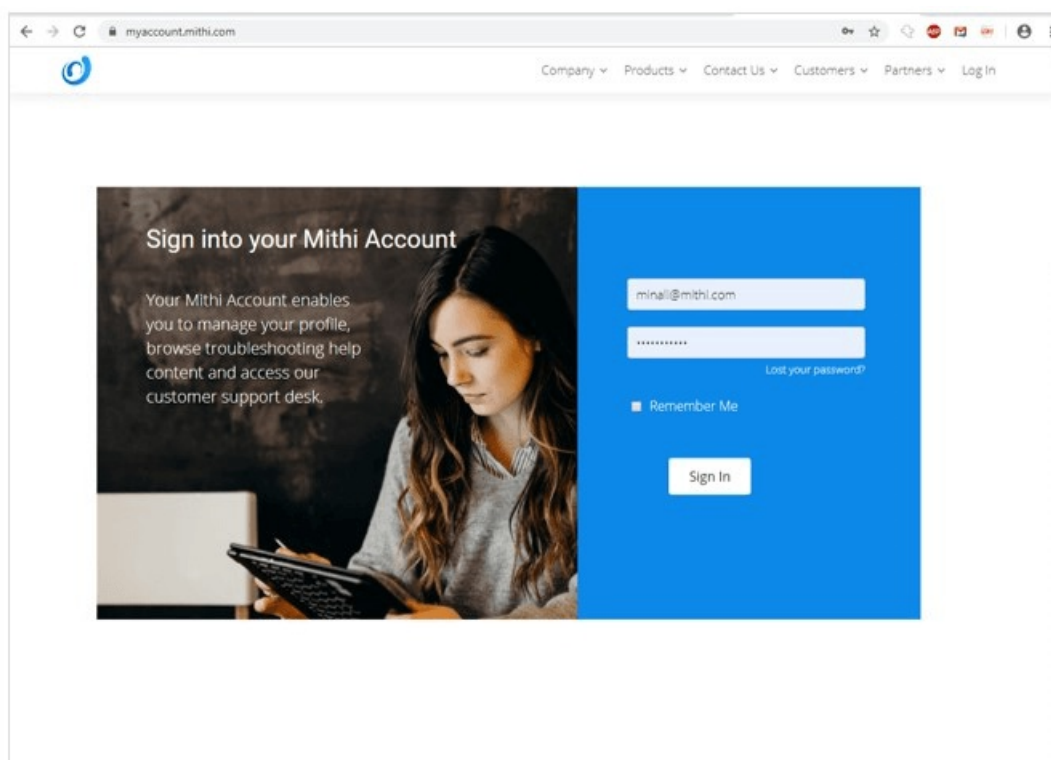
Overview

The Helpdesk is available to the system administrators to communicate with Mithi for general, billing and technical support for all of Mithi's products.

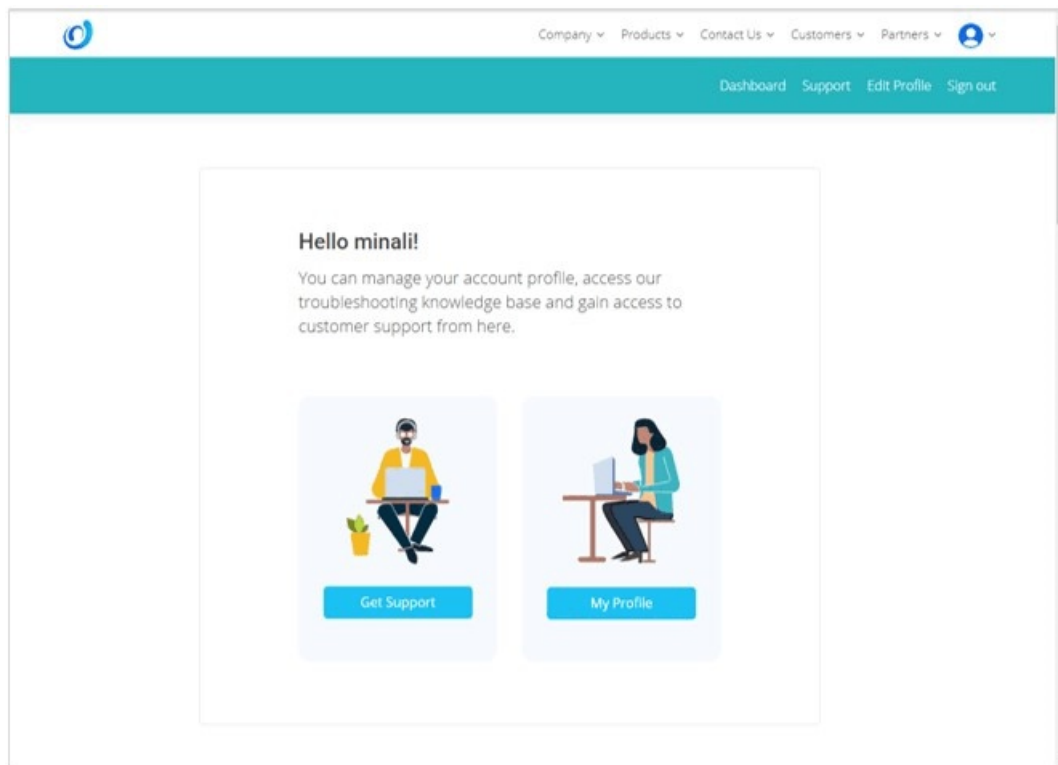
The access to the Helpdesk is available via a login to your account on Mithi.

Login

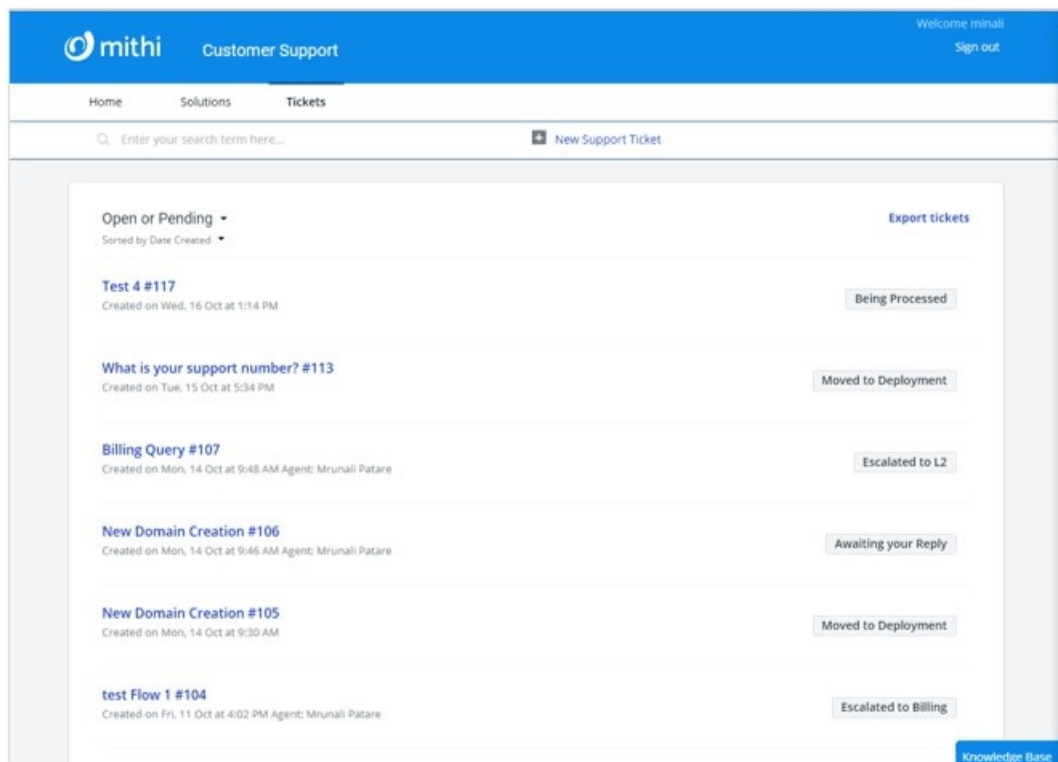
1. Navigate to myaccount.mithi.com (<https://myaccount.mithi.com>) using your favorite browser on your desktop
2. Enter your authorized registered **email id** and **password** to **Sign** in your account.
 - If you are logging in for the first time, click the link received to your mail to set the password.
 - If you have forgotten your password, use the **Lost your Password** link to generate a new password.



3. On successful login, you will see the dashboard.
4. Click on Get Support.



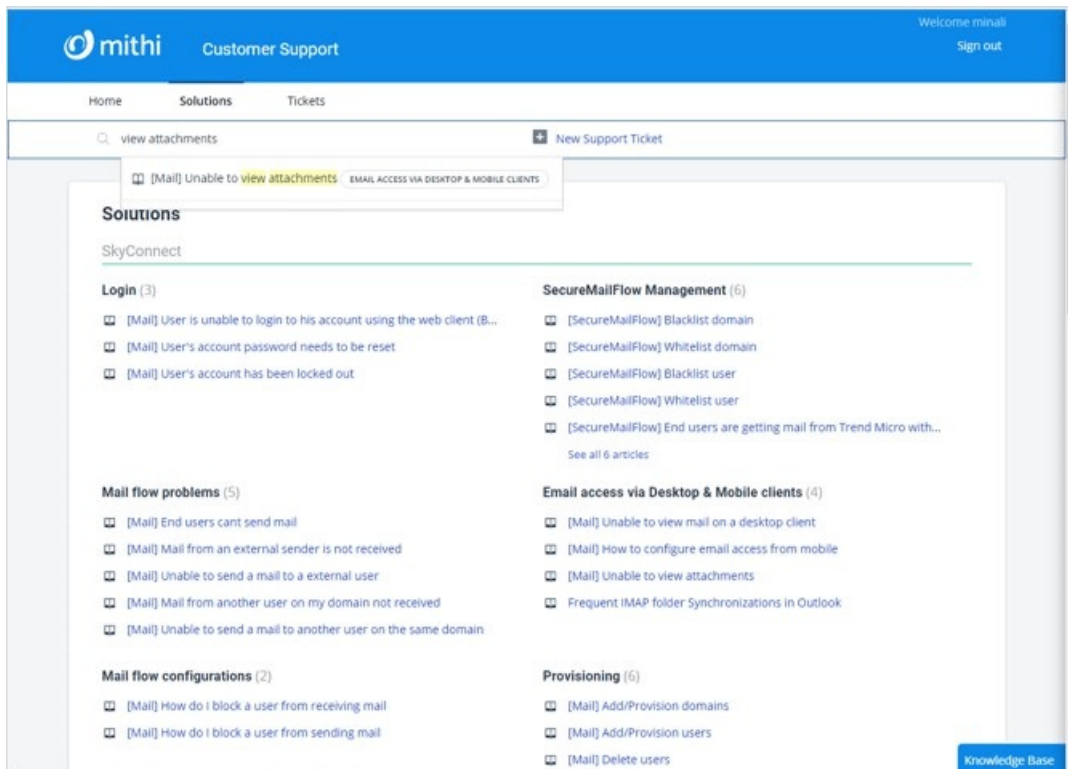
5. Helpdesk window will be displayed on the screen.



Searching for a solution

1. Login to your account at myaccount.mithi.com (<https://myaccount.mithi.com>)
2. Select the **Get Support** option to navigate to the **Helpdesk**

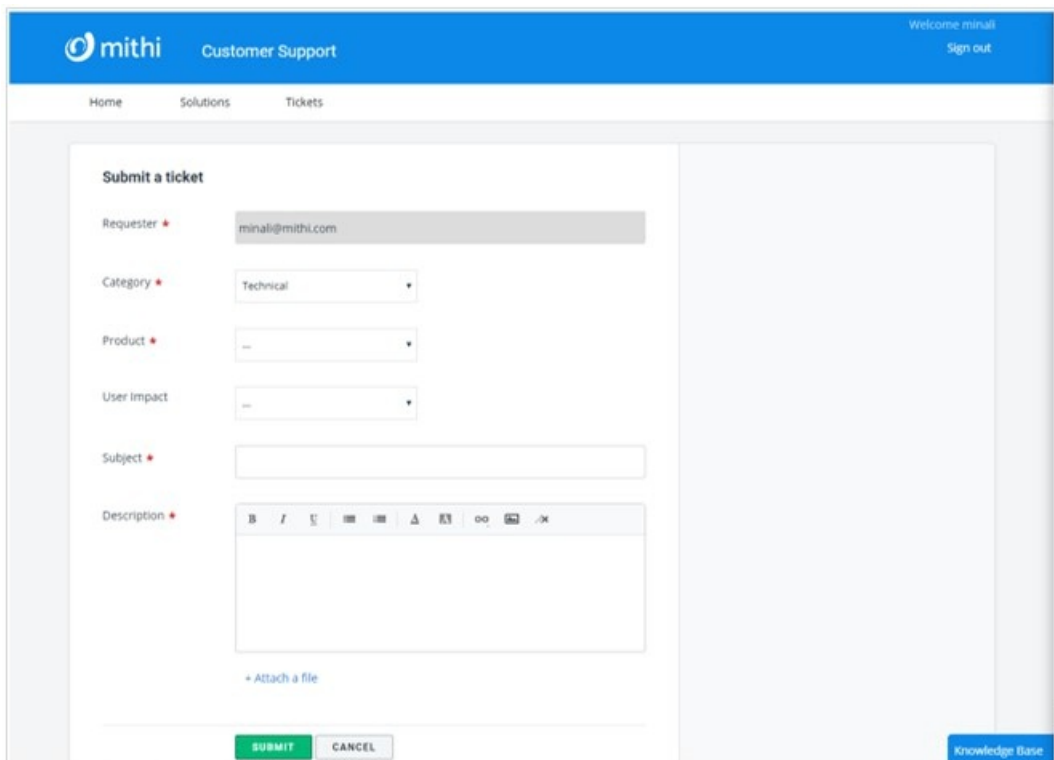
3. Click **Solutions**
4. Enter your keywords to search and press enter
5. The system will show all relevant topic. Click to open a topic.
6. If your topic is not present in the Solutions section, you can **browse through the Knowledge Base**. To access the Knowledge Base, click on the Knowledge Base widget in the bottom right corner. Search for your topic.



Raising a ticket

1. Login to your account at myaccount.mithi.com (<https://myaccount.mithi.com>)
2. Select the **Get Support** option to navigate to the **Helpdesk**
3. Click **New Support Ticket**
4. Select a **Category** from the drop down list
5. Depending on the **Category**, you may have to select one or more options on the page. For example, if you choose the Technical category, then you have to specify the product.
6. In the **subject** field, enter your request/query.
7. Once you enter the request, the system will show you topics matching your request or query from the Solutions section on the right of the screen. Clicking on any of these topics, will show the details in a new browser tab.
8. In the **Description** field, give all the details about the problem. When reporting a problem, giving screen shots of will help speed up resolution time. To add screen shots, simply press the Print Screen button and paste it in the Description box.

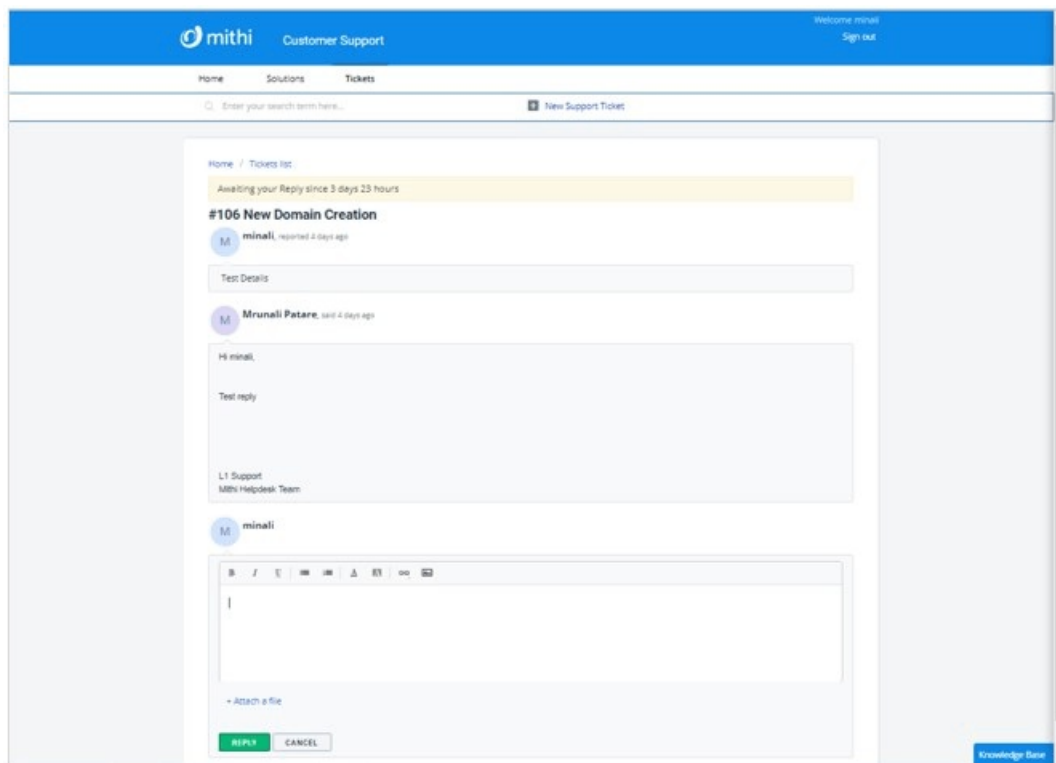
9. Attach any supporting files.
10. Click **Submit**.



The screenshot shows the 'Submit a ticket' form in the Mithi Customer Support interface. The form is located on the left side of the page, with a navigation bar at the top containing 'Home', 'Solutions', and 'Tickets'. The form fields include: 'Requester' (text input with 'minali@mithi.com'), 'Category' (dropdown menu with 'Technical' selected), 'Product' (dropdown menu with '---' selected), 'User Impact' (dropdown menu with '---' selected), 'Subject' (text input), and 'Description' (rich text editor with a toolbar). Below the description field is a link '+ Attach a file'. At the bottom of the form are two buttons: 'SUBMIT' (green) and 'CANCEL' (grey). On the right side of the page, there is a 'Knowledge Base' link.

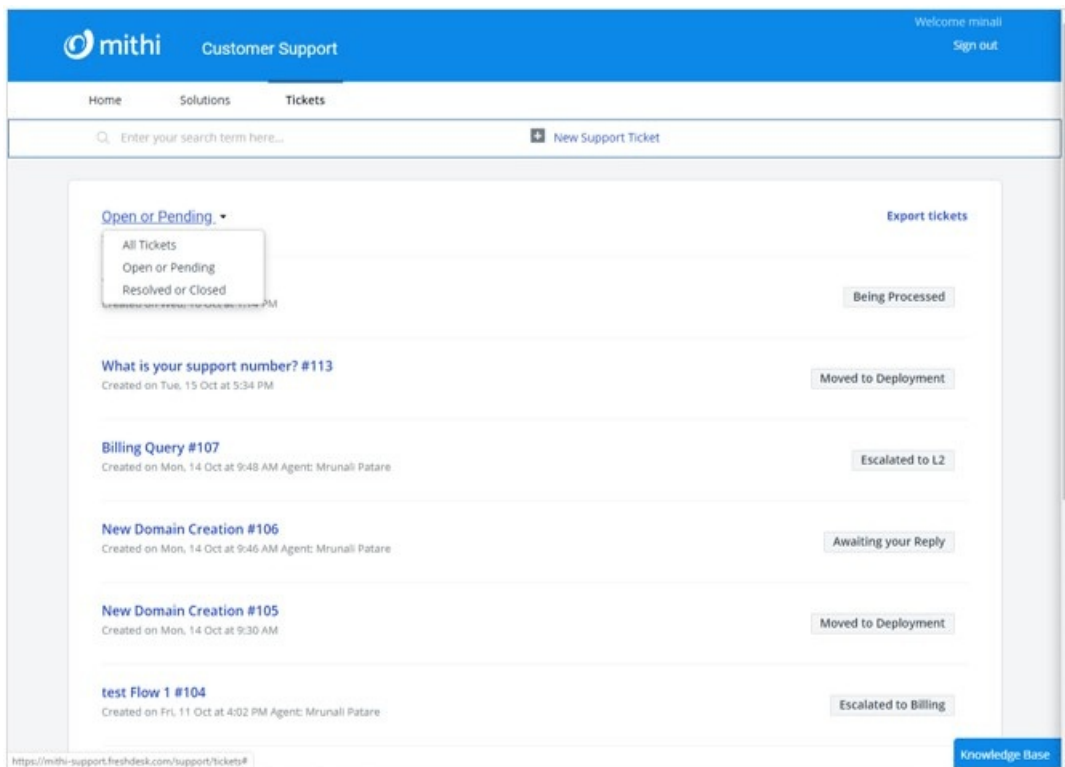
Ticket responses

1. When the Mithi team responds to your ticket, you will get an auto email alert. The alert will have the response from the Mithi team.
2. To submit your reply, click the link in the email alert. If you are not logged in to the Helpdesk, you will be prompted to login.
3. The system will automatically open the ticket.
4. Scroll to the bottom to see the latest response from the Mithi team.
5. Type in your reply and click **Submit**.

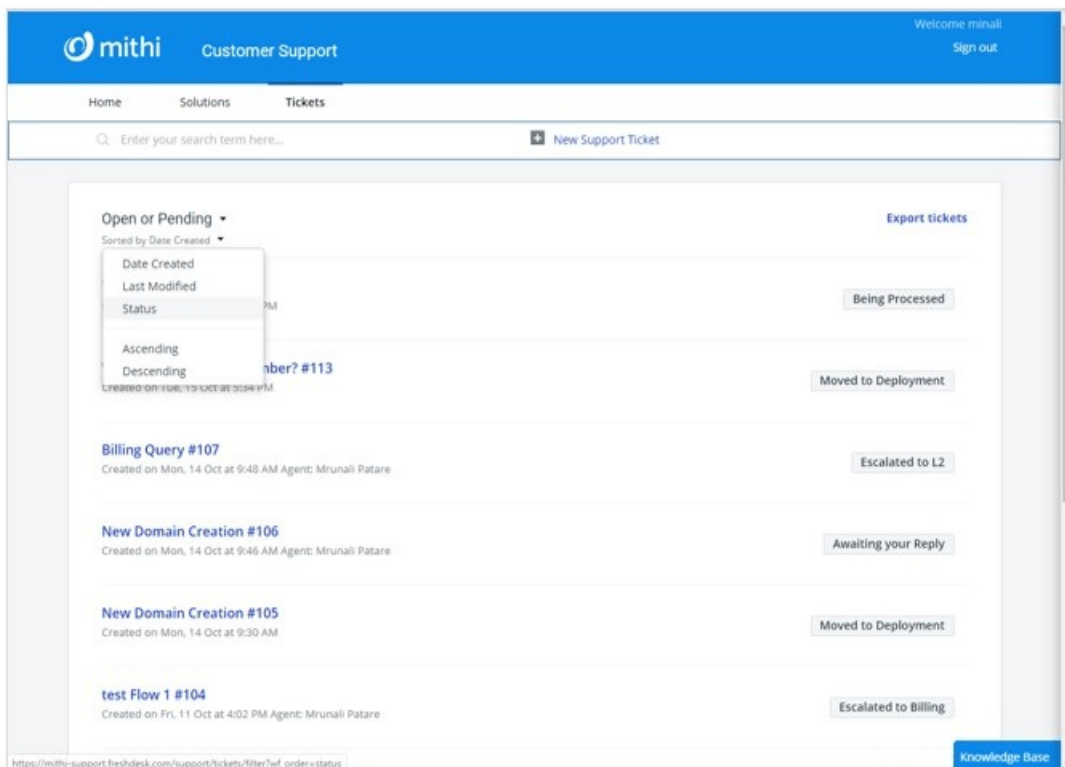


Viewing support tickets

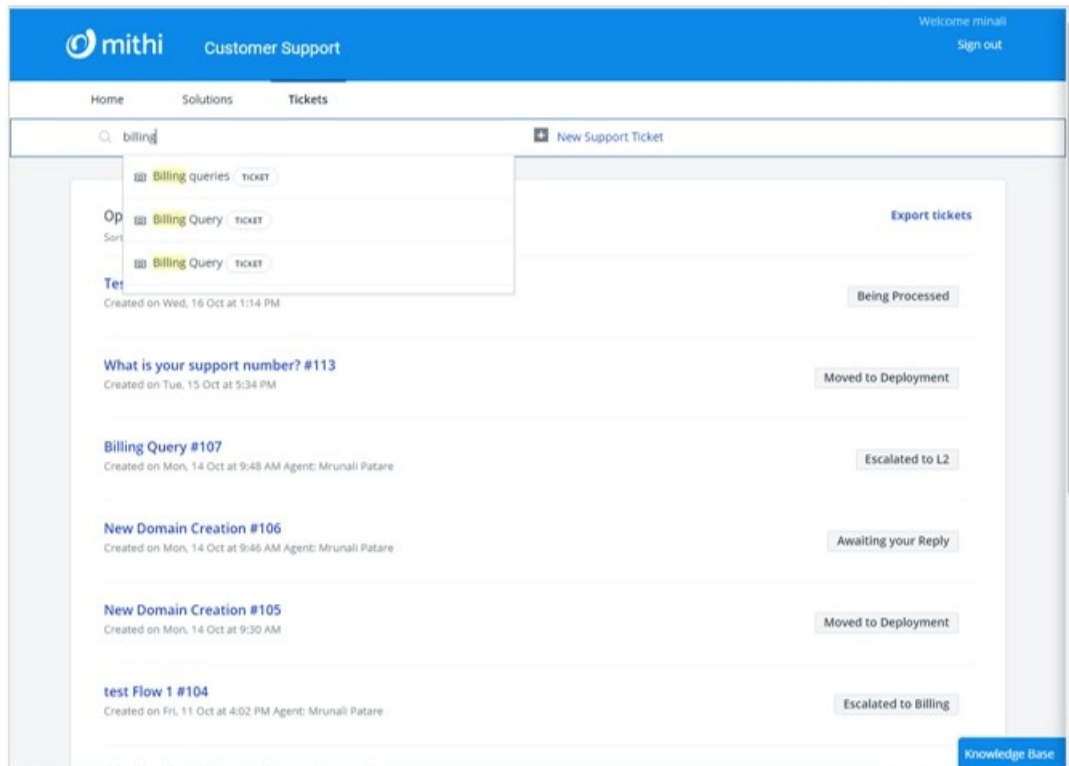
1. Login to your account at myaccount.mithi.com (<https://myaccount.mithi.com>)
2. Select the **Get Support** option to navigate to the Helpdesk
3. Click **Tickets**
4. By default, the system will show all the **Open and Pending** tickets
5. Click on the down arrow to change the filter.



6. Change the sort order by selecting an option given.



7. To search for a specific ticket, enter a keyword to search

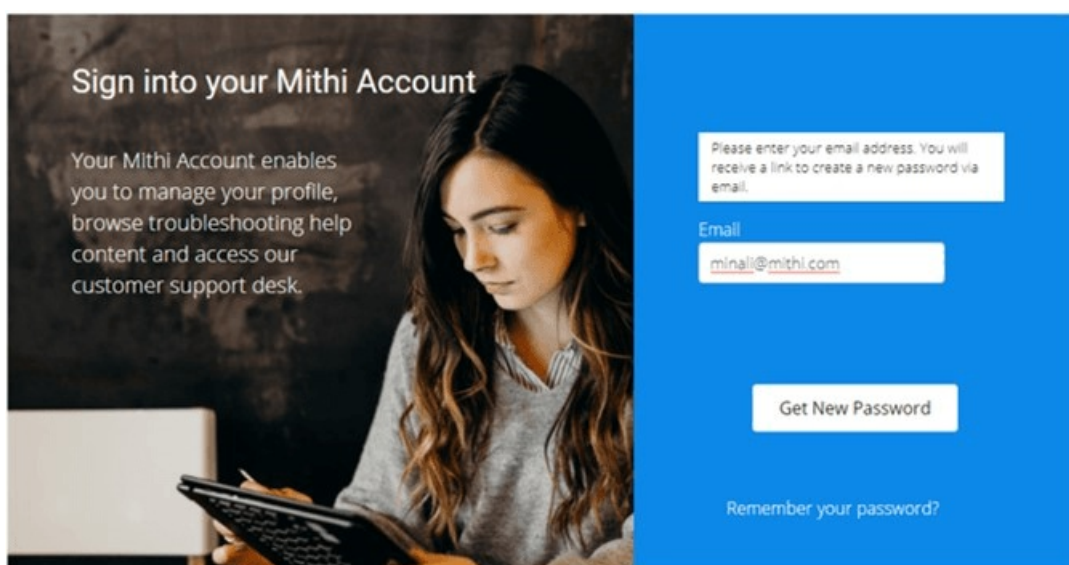


8. Click on the **Subject** of the ticket to **view** contents and post replies
9. To re-open a closed ticket, click the **Reply** link to type in your reply.

Resetting password of your account

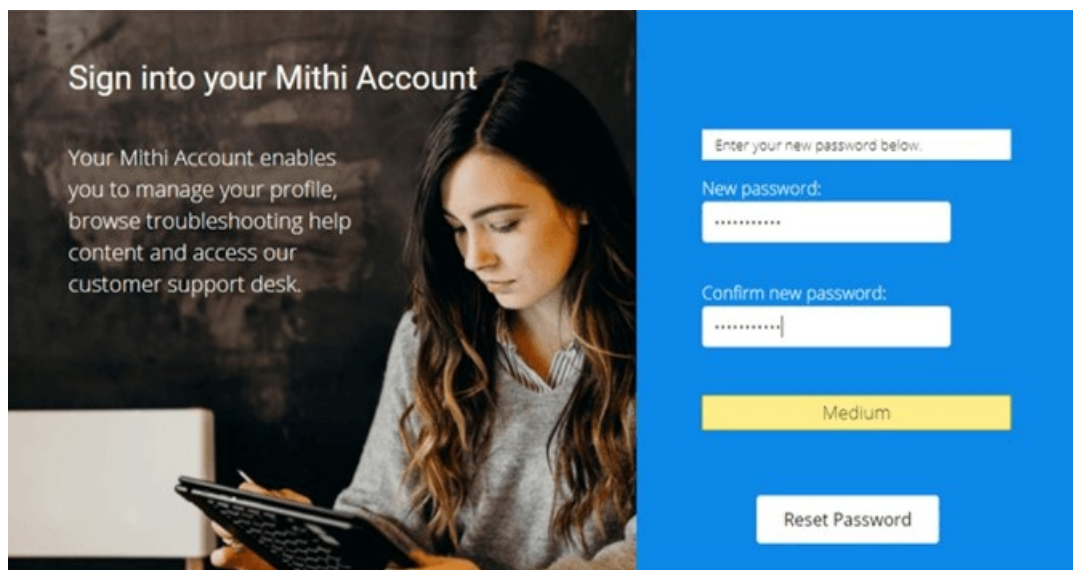
In case you forgot the password of your account, follow the steps mentioned below to reset it.

1. On the login page, click the link **Lost your password**
2. Enter your authorized email id registered with Mithi to receive link to reset password



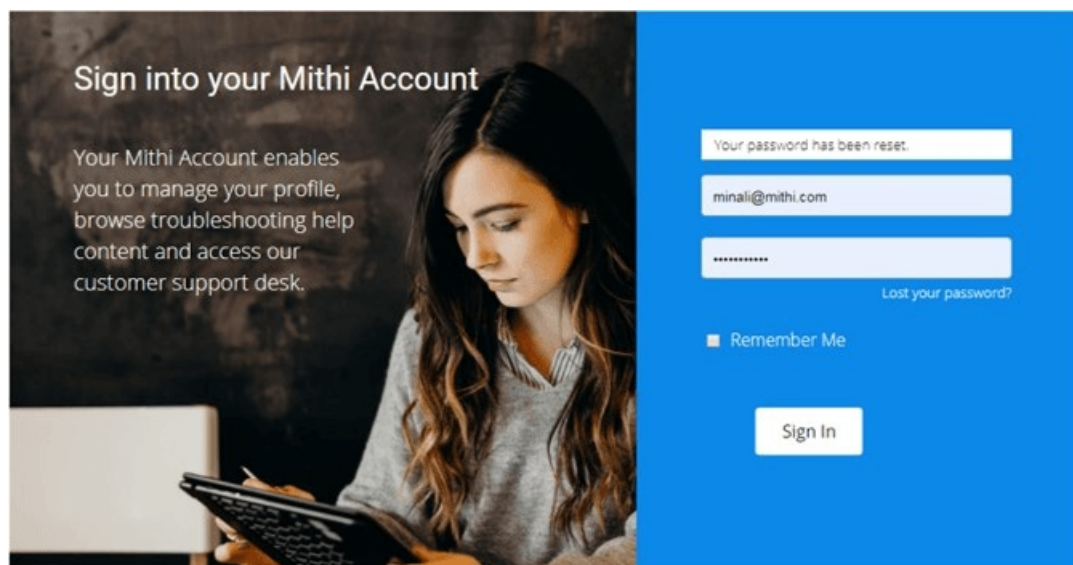
3. Click the link received to your email id

4. Enter new password and confirm the same.



The screenshot shows a user interface for resetting a password. On the left, a woman is looking at a tablet. The main heading is "Sign into your Mithi Account". Below it, a paragraph states: "Your Mithi Account enables you to manage your profile, browse troubleshooting help content and access our customer support desk." On the right, there is a blue background with a white form. The form has a label "Enter your new password below:" followed by a text input field. Below that is a label "New password:" followed by a text input field with a password mask. Then, a label "Confirm new password:" followed by another text input field with a password mask. Below these fields is a yellow button labeled "Medium". At the bottom of the form is a white button labeled "Reset Password".

5. Use the updated password to login your account.

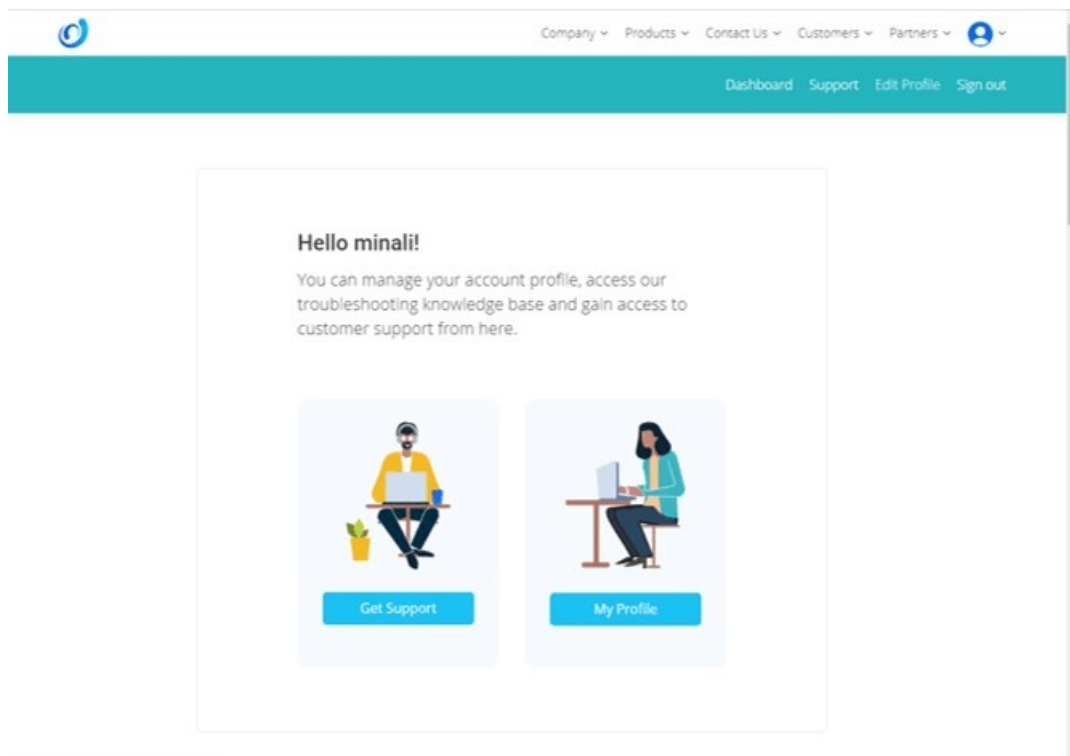


The screenshot shows the same user interface as the previous one, but now it is for logging in. The heading "Sign into your Mithi Account" and the paragraph about the account are still present. On the right, the blue background has a white form. The form starts with a message "Your password has been reset." followed by a text input field containing the email "minali@mithi.com". Below that is a text input field with a password mask. To the right of the password field is a link "Lost your password?". Below the password field is a checkbox labeled "Remember Me". At the bottom of the form is a white button labeled "Sign In".

Changing password of your account

In case you want to change the password of your account, follow the steps mentioned below

1. Login with valid credentials to your account using link <https://myaccount.mithi.com>
2. Go to **Edit Profile**



3. Change and confirm the new password.

A screenshot of a web application form for updating a user profile. The form is titled 'Edit Profile' and is located below the same navigation bar as the previous screenshot. It contains five input fields: 'Company Name' (with 'Mithi Software' entered), 'Contact Name *' (with 'minali' entered), 'Email *' (with 'minali@mithi.com' entered), 'New Password' (with a masked password), and 'Confirm New Password' (empty). Below the 'New Password' field is a yellow bar with the text 'Medium'. At the bottom of the form is a blue 'Update' button. There are also small error messages below the first three fields: 'Company names cannot be changed.', 'Contact name cannot be changed.', and 'Email cannot be changed.'

FAQs

What if the authorized email id is not present in my system?

Once allocated, the authorized email id in the Helpdesk is fixed. Please re-create the id or set it as an alias to an existing email id. Another option is to create a distribution list/group with that id.

How do I get a login to the Helpdesk?

An account on the Helpdesk is automatically created for you when you subscribe to any Mithi product.

Do I get Helpdesk ask when I am conducting a trial of a Mithi product?

Yes. You get access to the Helpdesk when you are trying out a Mithi product. The access will be limited to the trial period.

Do I get email support?

Email support from the id support @ mithi dot com is available only till 15th Nov 2019. From 16th Nov 2019, the email id will be discontinued and tickets will have to be raised via the Helpdesk.

Can I access the Helpdesk from a mobile.

Yes you can access the Helpdesk using a mobile browser.

Will telephonic support be available.

Yes. However the call will be to discuss the problems or solutions for tickets raised. Calls without a reference ticket id in the Helpdesk will not be encouraged. If you are having difficulties in submitting a ticket, our team will be happy to assist you.

What are the response and resolution times for the tickets.

These are explained in the SLA [here](https://docs.mithi.com/home/terms-of-services#response-and-resolution-times) (<https://docs.mithi.com/home/terms-of-services#response-and-resolution-times>).

Is there any restrictions on the number of tickets I can raise?

No there is no restrictions on the number of tickets you can raise.

How long will be the ticket history be maintained.

Ticket history for the last one year will be maintained.

What happened to the tickets before the launch of the Helpdesk in Oct 2019?

The status of these tickets is not available in the Helpdesk. To reopen an old ticket, it will have be recreated in the new Helpdesk.
